GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2502
ANSWERED ON:05.12.2001
SUPPLY OF STATIONERY
RAGHUNATH JHA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

to the reply given to Unstarred Question No. 2500 dated December 15, 1999 and state:

(a) whether the survey has since been undertaken/completed on the level of satisfaction provided to various user Government Offices in the supply of stationery and other items by Kendriya Bhandar;

(b) if so, the outcome thereof; and

(c) the reaction of the Government thereto?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): A survey was carried out for finding out the quality of goods supplied by Kendriya Bhandar and reasonableness of the rates of the goods provided to users in respect of stationery and other items.

(b)&(c): The outcome of the Survey Report was placed before the Executive Committee comprising of the members of the Board of Directors and following corrective measures were taken for monitoring the quality of goods ensuring the reasonableness of the rates:

(1) Calling for multiple quotations from various registered suppliers so as to have competitive rates and also choice to the consumers wherever possible.

(2) Price guarantee undertaking is being obtained from the suppliers to the effect that this is there lowest quotation and they will not be supplying this items lower than this price.

(3) Complaints against the suppliers are being attended to promptly and suitable action for blacklisting/suspending the supplier is taken wherever considered necessary.

(4) Pre-paid suggestions cards have been provided in all the stores for complaints/suggestions by the customers for corrective action.

(5) Generally the items of reputed brands or as demanded by the customers are procured centrally.